Citizen Benefits

Improving services through innovative technology is a primary goal for the City. In doing so, the Citizens of Annapolis should see the following benefits:

◆ **Access to an "electronic neighborhood" with Web-enabled City services for convenient use by the community**

◆ **Extended hours and reliability of services to citizens without increased City staff workload**

◆ **Increased attractiveness of Annapolis as a place to work and live**

◆ **Broader community involvement in City initiatives resulting from easier communication between citizens and City Hall**

◆ **Improved quality, cost-effectiveness, and accountability of City services through operational performance monitoring and feedback**